

- Security procedures
- Data recovery/reconstruction procedures

For each major risk event the Plan shall describe actions to be taken, the resources to be used, and the procedures to be followed during and after any such event. The Plan shall detail contingency provisions to ensure that benefits continue to be accessible by clients. In addition, the Contractor shall outline the resources committed to each proposed contingency plan (e.g., people, systems, telephone lines, operations sites), indicate whether the contingency plan has been tested under real or simulated conditions, and address the availability of equipment for both automated and manual procedures. The Plan shall contain a description of the Contractor's back-up equipment to allow for system access in the event the Contractor's computer, terminals, and communications links are disrupted.

The Backup, Disaster Recovery and Business Continuation Plan shall include escalation procedures that define the necessary points-of-contact at the Contractor, State, and county levels, and define communication procedures for each representative.

During the Implementation Phase the Contractor shall work with each county and its respective eligibility system vendor to define the requirements for continuation of business (COB) in case of a disaster to the respective county's data center. Following agreement on the requirements by the Contractor, the county, and the State, out-of-pocket costs to implement COB contingency plans, such as telecommunications to a back-up data center, shall be treated as a change order to be paid for by the State.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_

### 6.18 Year 2000 Compliance

The Contractor shall be responsible for warranting that the EBT system is Year 2000 compliant and interfaces with each county's Year 2000 compliance solution. Year 2000 compliance is achieved when an application or system's products, programs, files, databases and functionality do not have or create any logical or mathematical inconsistencies or errors when dealing with dates. The product(s) shall also operate accurately in the manner in which it was intended for data operation without requiring manual intervention. The Contractor shall ensure that each third party processor who has an agreement with the Contractor for California EBT services is Year 2000 compliant so that recipients shall not experience a loss of service.

The Contractor shall comply with FNS and State Year 2000 requirements located in the Bidders' Library.

The Contractor shall provide documentation that will address the EBT system's Year 2000 compliance with respect to the following areas: